

Do you know
how to

B.
RAD

JOE TORRE

SAFE AT
HOME.

B-RAD

4 Steps to Effective Communication

B Be BRIEF! Use 10 words or less.

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R Be RESPONSIBLE! Use "I statements" and take accountability for your own feelings.

A Be ACTIVE when listening! Repeat back what you heard to the speaker.

D Be DIRECT! Say exactly what you need and who you need it from.

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